

Client Services Manager – Key Accounts

Purpose

The purpose of this role is to effectively manage a defined list of key account clients. This will be done with a considered key account management plan, and by the development of meaningful relationships where the client's day to day and longer-term strategic needs are met, and a profitable outcome is achieved for Hill Labs.

Education

- Business, Communication or Science degree is advantageous but not required

Work Experience

- 3-5 years in either a technical customer service, customer facing, laboratory, sales or quality role

Skills

- Proven sales skills, with the ability to upsell
- Development and use of key account management plans
- Good written and verbal communication skills
- Able to quickly build rapport and turn this into a trusted relationship
- Highly developed interpersonal skills including patience and empathy with the ability to give and receive feedback well.

Key Focus

- Work closely with the relevant stakeholders to identify and convert sales opportunities. This includes growing existing key accounts and securing new business.
- Effectively manage assigned key account clients, including identifying and assisting with their day-to-day and longer-term strategic needs.
- Build meaningful relationships with key account clients and the wider industry, by actively participating in relevant conferences, events, industry-sponsored activities, and client visits. Actively share technical knowledge through external channels.
- Develop and implement key account management plans for all assigned key account clients, ensuring consistent progress. Provide regular updates on plan advancement and maintain comprehensive engagement records in the CRM system.
- Create, record, and execute detailed sales call strategies and opportunity pipelines to achieve revenue objectives effectively.
- Produce quotes, tenders, new work requests for service development and act as a key technical signatory for the release of worksheets, as and when required.
- Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures. Ensure the safety and wellbeing of those within the work environment.
- Adhere to quality standards and environmental / sustainability principles at all times. Participate constructively in all continuous improvement initiatives.

Disclaimer: The purpose of this document is to provide an insight into the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultations with the job holder in response to the changing needs of the organisation and the nature of our work. Employees may be asked to perform other duties as reasonably required by the employer in accordance with the role environment.

Behavioural Competencies

- **Demonstrates Self Awareness:** Uses a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
- **Effective Collaboration:** Builds positive relationships and rapport to work collaboratively with others to meet shared objectives
- **Results Focused:** Consistently achieves results, even when faced with tough challenges